

EMA/MetroSafe - 911 CALL ANSWER TIME 20 SECOND STANDARD

Emergency Management Agency



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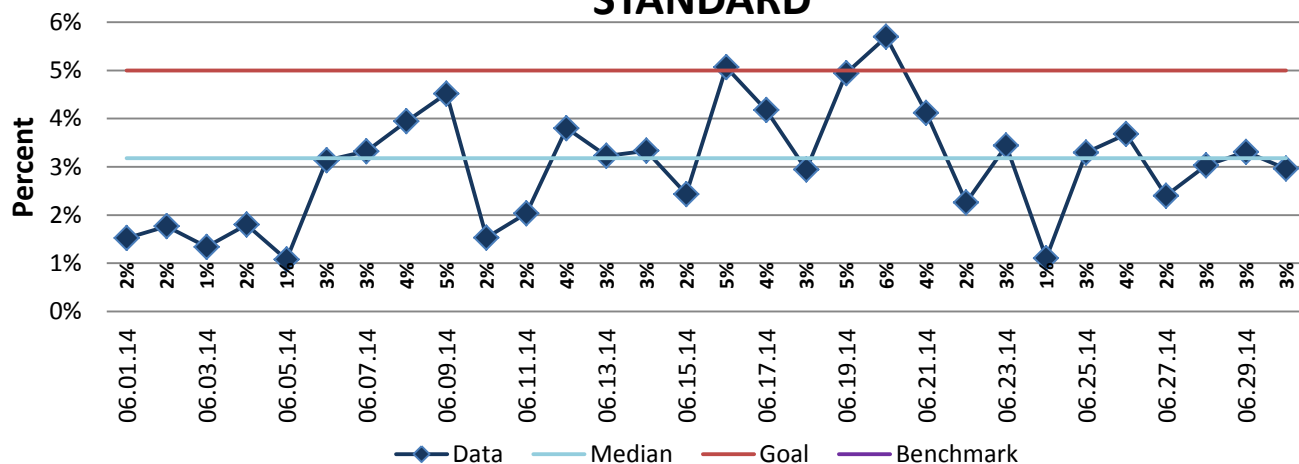
Process: Receive and Answer 911 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: June 2014 averaged 3% deficiency</p> <p>Goal: <5% of calls answered outside of target time of 20 seconds</p> <p>Total Opportunities: 58,288</p> <p>Benchmark: 95% of all 911 calls answered in 20 seconds</p>	<p>Data Source: CASSIDIAN</p> <p>Goal Source: EMA/METROSAFE</p> <p>Benchmark Source: NENA</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: The number of 911 calls that were not answered by a 911 call taker within 20 seconds</p> <p>Why Measure: To help enable the quickest possible response to emergency calls</p> <p>Next Improvement Step:</p>

How Are We Doing?

06.01.14-06.30.14 1 Month Goal	06.01.14-06.30.14 1 Month Total		06.30.14 Goal	06.30.14 Actual	
5%	3%		5%	3%	
Percent	Percent		Percent	Percent	

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There is no gap between current performance and the goal.